

MOHAMED HASSAN

Current location: Dubai, UAE

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Nationality: Egyptian

Date of birth: 15th Nov 1978

Languages: English & Arabic



Career Objective

Having worked in Dubai for more than Nineteenth years, I have considerably grasped experience on the local requirements for all stakeholders.

As a dynamic visionary leader, I am fully devoted in ensuring all standards are exceeded with guaranteed satisfaction from all. I strongly believe that to achieve professional excellence, experience and commitment are required, I do not hesitate to help out wherever the help is needed!

Skills

- Excellent written and verbal communication skills
- Quick Learner
- Detail Oriented
- Adapting easily to new protocols
- Always prevailing trends in the Housekeeping Industry
- Pre-opening experiences (Movenpick, Crown Plaza, IHG , DAMAC and Wyndham)
- Multi-tasker

Educational Background

- Agricultural Diploma, 1993 to 1996, University Of Assuit
- Accelerated Leadership Development program (ALDP), 2012, IHG
- Introduction to information Security – EMEA, 2013, IHG

- Budgeting Online course, 2014, Harvard Management University
- Coaching Online course, 2014, Harvard Management University
- Change Management Online course, 2014, Harvard Management University.

Work Experience

Cluster Director of Housekeeping:

June 2019 – Oct 2020 (TRYP by Wyndham Dubai) 650 rooms, (Wyndham Dubai Marina) 493 rooms, Pre-opening properties of The First Group (TFG) The One JVC, Grand Heights, Sky bay

- Actively took part in the pre-opening of three new properties, selecting all OS & E for the guestrooms and public areas
- Prepared annual budget for the departments at TRYP and Wyndham
- Refurbishment project for guestrooms at Wyndham and Grand Heights
- Purchasing guest rooms FFE and Standard of operational equipment for all properties
- Recruitment
- Uniform designing
- Laundry layout

ACHIEVEMENTS:

- Reviewed all the Annual Maintenance Contracts (AMC) and saved a total of approx. 25,000 per year
- Changed all the guestroom amenities in Wyndham to a sustainable organic alternative, which also saved costs of approx. 150, 000 per year
- Implemented new SOP to adapt to the new COVID-19 procedures in alignment of the Dubai Municipality

Executive Housekeeper:

March 2017– May 2019 (TRYP by Wyndham Dubai) 650 rooms

Actively took part in the pre-opening, selecting all OS & E for the entire hotel

- Implemented SOP and all P&P for the department
- Prepared annual budget for the department

ACHIEVEMENTS:

- Implemented LUVE (Love Ur Vibrant Earth) a sustainability program to contribute in reducing costs but mostly support the DTCM Dubai Sustainability Project, the latter includes amongst others.
- Winner of commitment to Sustainability year of 2019.
- Toilet paper and Tissue paper made of recycled cardboard.
- Ecofriendly bathroom amenities made of Olive tree leaves (86% Organic) also displayed in bulk dispensers, saving more than AED 100K per year.
- Completely removed plastic water bottles, replaced by glass bottles filled in house, saving more than AED 6,500 per year.
- Ecofriendly cleaning products introduced.
- Permanent reusable 'Do Not Disturb' and 'Make up room' door hangers.
- Highest Staff satisfaction score amongst all Wyndham Hotels & Resorts within the entire MEA region 4.7 / 5.
- Implemented 'Spic & Span' system; a powerful guideline for the Housekeeping team which increased and maintained high cleanliness standards.
- Achieved and Maintained a 'Booking.com' score of 9.1 / 10.
- Nominated and shortlisted for housekeeper of the Year 2019.

Executive Housekeeper:

April 2015– Feb 2017 (Yassat Gloria Hotel and Hotel apartments Dubai) - 1019 rooms

- Managed the highest manned department of 175 staff
- Maintained Quality standards of the guest rooms
- Increased the scores on online Guest reviews
- Managed the outsourced functions like the Laundry, Horticulture and Pest Management services
- Successfully met the budget and made significant savings.
- Reduced the cost in selecting the linen, supplies and Amenities.
- Introduced Garage sale with the Lost and found items in the property which increased the revenue generation.
- Identified the departments' SWOT analysis and strengthened the team accordingly.

ACHIEVEMENTS:

- Implemented the Green Globe standards within 6months
- Awarded as Green Hotelier 2016 for the region of UAE, Middle Africa and Jordan.
- Obtained 82% in first the Mystery Shopper scores.
- Decreased the linen washing expenses by introducing Environmental card.
- Recycled the leftover soap, through the program 'soap for hope'.
- Participated in the Executive Housekeeper Meet in China and visited Linen and Amenities factories.

Corporate Executive Housekeeper:

June 2014 –March 2015 DAMAC Hotels and Resorts (Dubai) – 23 properties

- Headed the Pre-opening team, charged for 23 Properties and successfully opened 3 Properties in a year.
- Preparation of SOPS and SOE and FFE for the pre-opening properties.
- Selection of the Fabrics, amenities and supplies according to brand standards.
- Preparation of the budget for the properties and enhance them operate with the budget.
- Control and select the suitable and reliable suppliers.
- Handling manning budgets and hiring the Department Heads of Housekeeping for the pre-opening properties.
- Conduct the Periodic Housekeeping Brand Standard Audit and submit the audit findings to the VP of the DAMAC group and enable the properties with proper action plan.

ACHIEVEMENTS:

- Opened three DAMAC properties within a period of 1 year.
- Implemented all the standards in Housekeeping department.

Cluster Assistant Executive Housekeeper

April 2010– May 2014 Intercontinental Dubai Festival City (Dubai) - 1,100 rooms

- Responsible for 3 Properties and the Golf Club
- Managing Public areas with 19 restaurants and meeting rooms for 2500pax
- Using and following the I-Clean system
- Lead a team of 275 employees and managed effective operations

- Handling the Laundry operations for about 2500 guest
- Control the P&L for the department

ACHIEVEMENTS:

- Within a year and half I was promoted as Cluster Assistant Executive Housekeeper.
- Increased the CSS score from 55% to 75%
- Crown Plaza – Festival city got award best in Class for Cleanliness in region Middle East.
- Intercontinental Hotel DFC got award best in Class for Cleanliness in region Middle East.
- Was awarded as Manager of the Quarter. 2012

Housekeeping Senior Supervisor

July 2007– March 2010 The Harbour hotel & Residence(Dubai)

- Joined as Pre-opening team.
- Set up the Room and Training the team.
- Assisted in selection of Linen, Amenities & SOE items
- Recruitment of the Housemen
- Preparation of manning and duty rosters
- Achieved the guest satisfaction by doing personalize service.

Housekeeping Supervisor

Oct 2003– June 2007 Movenpick hotel Bur Dubai

- Part of the pre-opening team.
- Trainer for the entire team members of the department
- Looked after laundry and uniform room operation.
- Checked the rooms and releasing the rooms.
- Handled the Public area.
- Supervising the team to perform tasks efficiently.
- Assist in inventory of the pantry.
- Certificate of Commitment (Ten years with Movenpick).

Housekeeping Supervisor

Jan 2002– September 2003 Movenpick hotel Doha (Qatar)

- Part of the pre-opening team.

- Train the team member.
- Looked after laundry and uniform room operation.
- Handled the Public area.

Housekeeping Supervisor

May 1997– Jan 2002 Movenpick El Gouna (Egypt / Red Sea)

- Part of the pre-opening team.
- Train the team member.
- Looking after laundry and uniform room operation.
- Ensure cleaning of the rooms are effective.
- Release the rooms in –coordination with the Housekeeping Coordinator.

References available upon request